

On-boarding and Orientation in an Ambulatory Surgery Center— What a Clinical Nurse Educator Can Do For You!

Team Leader: Gayle Bultsma BSN RN CAPA

Copper Ridge Surgery Center, Traverse City, Michigan

Team Members: Paige Schrottenboer BSN RN CAPA, Christy Bingham BSN RN,
Melanie Mussagy, Clinical Administrative Assistant

Background Information: The mission of Copper Ridge Surgery Center is to set the standard for excellence in outpatient surgical services. A closer look at our existing orientation process and training documents brought to light opportunities for improvement. Recognizing that having competent, well-trained staff contributes to excellence and positive patient outcomes, our center instituted a Clinical Nurse Educator (CNE) to elevate staff education and competency to a higher level.

Objectives of Project:

1. To develop the CNE role that would support education in all clinical areas of our ambulatory surgery center.
2. To develop a robust and organized orientation program for new hires.
3. To develop a Preceptor program of dedicated staff wishing to share their knowledge and expertise.
4. To build staff confidence and satisfaction.
5. To create a means to consistently assess and electronically document staff members' competencies and training requirements specific to their practice areas.

Process of Implementation: The CNE job description was written. The position was filled by an internal, certified staff RN with multiple years' experience in perianesthesia nursing. A new-hire general orientation day was implemented where the leadership team spoke on key programs driving our facility's mission and vision. A preceptor program was developed, and preceptor training done. Competencies were written with input from team leaders utilizing a standardized form. An electronic platform for documenting and storing training materials was created.

Statement of Successful Practice: Improving the process of on-boarding and orientation of new-hires through an organized process of training, educating, and documenting success has shown to improve orientee's satisfaction and confidence, while contributing to positive patient outcomes. Preceptor satisfaction increased as they are more prepared to meet the needs of those in training. The CNE has afforded the team leaders more time to round and support staff at the bedside, further improving satisfaction and outcomes.

Implications for Advancing the Practice of Perianesthesia Nursing: A clinical nurse educator brings significant benefits in improving staff competency and expertise, thus increasing positive patient outcomes. Furthermore, this role assists in developing staff who embrace the specialty of Perianesthesia nursing and desire to further advance their knowledge and practice.